

# **Access Idaho Steering Committee**

## **Meeting Minutes**

*(Approved by Committee)*

**5/2/2000**

The Access Idaho Steering Committee meeting was held on Tuesday, May 2, 2000, from 1:30 to 3:00 p.m., East Conference Room, J.R. Williams Building, Boise, ID.

### **CALL TO ORDER, WELCOME**

The meeting was called to order by Bill Farnsworth, who welcomed members and others present.

### **ATTENDANCE**

#### **Members Present:**

Mr. Chuck Goodenough, Deputy Secretary of State  
Mr. Scott Somerhalder, Idaho Information Consortium  
Mr. Keith Bumsted, Department of Transportation  
Mr. Rob Spofford, Department of Water Resources  
Mr. Bill Farnsworth, ITRMC Project Team  
Mr. Mark Little, Division of Purchasing  
\*Mr. Eric Beck, Department of Labor  
\*designate

#### **Others Present:**

Mr. Jon Eckerle, Department of Administration  
Mr. Larry Kirk, Legislative Services Office  
Mr. Chuck Knapp, Idaho Information Consortium  
Mr. Steve Allison, State Controller's Office  
Mr. Marshall High, State Controller's Office  
Ms. Carol Silvers, Idaho State Library  
Ms. Karen Bresnahan, ITRMC Project Team

#### **Absent Members:**

Mr. John McAllister, Department of Labor  
Mr. Rob Spofford, Department of Water Resources

### **APPROVAL OF MARCH 16, 2000 MINUTES**

The meeting was called to order by Bill Farnsworth, who invited questions or comments on the March 16, 2000 Minutes. With no discussion to follow, he concluded the Minutes were approved by the Committee.

### **ACCESS IDAHO REPORT**

A General Manager's Report on Access Idaho was provided to the Committee by **Scott Somerhalder**, IIC (Idaho Information Consortium). The report outlined progress of current IIC marketing and development activities, and a listing of projects completed, and planned.

**Access Idaho** is a project for streamlining accessibility to state government electronic services and information. The State of Idaho has established a statewide contract with Idaho Information Consortium (IIC) to provide gateway or "portal" services. IIC has created a re-design of the State Home Page allowing

citizens to navigate easily from there to all agency web sites for the use of E-Government applications. IIC will be assisting agencies in web page design and development of On-line applications.

### **Progress Report, Portal Public Announcement**

During April, 2000, IIC made final modifications to the new State Home Page (accessidaho.org) following input received from state agency web masters, the Department of Administration and various other agency personnel. IIC has been making final preparations for the "**Grand E Opening**" of the Portal, with a **Kickoff Press Conference** scheduled for 1 p.m. Wednesday, **May 3, 2000**, in the West Conference room of the J.R. Williams building. Somerhalder invited Committee members to attend.

The Kickoff Press Conference will include a "live" on-line demonstration of the page, and the unveiling of two new applications, the **State Calendar** and **How-Do-I** functions, he said. The Calendar application was created to enhance communication between Idaho government and the citizens, and the How-Do-I function will assist citizens and businesses in searching for specific information.

IIC reported that over 500 introductory letters, with background information, were mailed during April, 2000. The mailing list included state legislators, agency directors, city and county clerks, state webmasters, and various state associations that IIC will be serving.

### **Marketing**

In the marketing area, IIC has continued to move forward, meeting with approximately 20 different state agencies. A Service Level Agreement (SLA) is being developed with the **State Tax Commission** with terms for allowing the Tax Commission to contract with a third party vendor, so they may offer an IFTA Tax Filing application (fuel taxes) for free in the third quarter of 2000. The Tax Commission was able to cover the convenience fees internally, due to the cost-savings from streamlined processes.

IIC made a presentation to the **Department of Insurance**, informing them about Access Idaho and how their agency may benefit from the services provided by IIC. The major focus of the meeting was the development of an application for on-line licensing of insurance agents. Rollout of the application is expected later this year.

Initial meeting were held with the **Department of Agriculture** and **Division of Financial Management**.

### **Development**

Functionality of the **Calendar** and **How-Do-I** functions has been the focus of the IIC development team, said Somerhalder. In addition, IIC has been working in partnership with the Department of Administration to prepare for the transition from the current State of Idaho Homepage to the revised web site. "A lot of work has been done to make sure it is as seamless as possible," he said. The goal, he emphasized, has been to organize the page in a manner that makes sense to web users who are not familiar with the structure of government.

The first Access Idaho business application is expected to be rolled out for the **Secretary of State's Office**. IIC is nearing completion of an application that will allow citizens and businesses to conduct on-line **business searches** and to obtain "Certificates of Existence."

An Idaho Transportation Department application for on-line accessing of **batch driver's records** (ITD authorized only) is also moving forward. A Service Level Agreement is currently being developed.

Keith Bumsted, Department of Transportation, said his agency is researching legal issues stemming from the Public Records Law, a new federal statute on privacy, and recent legislation in order to complete the Service Level Agreement with IIC.

Progress has been made by IIC in the area of **credit card processing**. After researching several different types of applications, Access Idaho has selected software also used by the states of Kansas and Maine. The software chosen will allow Access Idaho to adhere to the 24-hour-turnaround requirement of the State Treasurer's Office and save Idaho agencies 20 to 40 cents per transaction, because of the lack of middleman processing fees.

The credit card system, called **CCVS (Credit Card Verification System)**, is a type of software which will be purchased by IIC in place of Cybercash for allowing the state to process credit card transactions. In addition to allowing the 24 hour processing of funds, Somerhalder emphasized the system is "just as secure" as other systems and will allow the state to track payments, through reporting that will be done with the agencies and the Treasurer's Office. IIC will be responsible for the collection process and the state will be paid in full every month.

### **Projects Completed**

- ❖ **Re-design of State of Idaho Home Page** Official "Portal" or electronic front door to Idaho state Government (as of May 3, 2000, accessed by [www.state.id.us](http://www.state.id.us))
- ❖ **State Calendar** Web users can locate information on state agency meetings and events
- ❖ **Press Releases-** Agencies may post press releases to the new Home Page
- ❖ **How do I?** Home Page search function designed to make use of agency input on frequently asked questions

### **Projects being developed**

- **Department of Transportation** -Batch Driver's Records (access authorized by IDT only)
- **Secretary of State's Office** -On-line Business Searches
- **Department of Water Resources** -On-line Well drilling permits
- **CCVS System for Credit Cards** - Software selected by IIC to utilize credit card transactions through Cybercash (IIC vendor)
- **State Board of Education** -"Electronic Campus" with searchable class database
- **Department of Health & Welfare** -retail tobacco permits
- **Occupational Licensing Board** -18 types of occupational licenses
- **Department of Fish and Game** -Hunting and Fishing Licenses
- **Department of Parks and Rec** -Variety of permits
- **Department of Insurance** -insurance agent licensing renewal
- **State Tax Commission** -IFTA (fuel tax) filing

### **Service Level Agreements**

Farnsworth told the Committee there were no new Service Level Agreements available for review, however, several could be ready by the next meeting, May 18, 2000. SLA's are pending for the Idaho Transportation Department, Department of Water Resources, and State Board of Education. The Secretary of State's Office has already signed an agreement.

He noted that two meetings were scheduled for the month of May, due to the postponement of the April 20, 2000 meeting until May 2, 2000. The Committee will plan to keep the May 18<sup>th</sup> meeting date on the calendar.

### **Committee Discussion**

On the Rollout, Farnsworth told the Committee there seems to be a "good comfort level" that the transition from the old Home Page to the new site will be a seamless one. The new page will come up on the screen whether a person types in [www.state.id.us](http://www.state.id.us) or accessidaho.org.

Jon Eckerly, Department of Administration, commented that he expects a small amount of technical difficulties, but those should be taken care of within three days.

### **New Business**

Steve Allison, State Controller's Office, introduced himself to the Steering Committee, and explained that he is involved with a Policy Advisory Committee, and expressed an interest in learning more about how credit card transactions would be handled.

Chairman Farnsworth suggested that IIC would be available to make a presentation to Allison and others in learning how the convenience fees will work. At a recent meeting with IIC and the DFM, Farnsworth said discussion focused on the "lack of financial impact" of Access Idaho. "Only about five percent of the applications on-line will involve a fee," he said. "95% of them are free."

Somerhalder clarified for the group that most on-line applications will not include a convenience fee, because many of them involve putting forms on-line, for which there is currently not a fee.

**On another topic**, Keith Bumsted told the group he had located another website called File America, which looked like it was a 50 state portal. Somerhalder said IIC is aware that there are other companies who are just providing links to the states sites, but they are not contracted with states or providing services similar to those IIC is doing for Idaho state government.

Eric Beck questioned whether the state URL has authentication, and suggested the state register with a company called Verisign and obtain a Certificate of Authenticity. Farnsworth said the Committee would look into the idea.

### **Adjournment**

Being there was no new business to come before the Committee, Chairman Farnsworth adjourned the meeting at 3:00 p.m.

Respectfully submitted,

Karen Bresnahan, ITRMC Project Team